System Acquisition Process Group Sub-Group Communication Plan

June 2001

Table of Contents

STUDENT FINANCIAL ASSISTANCE
SYSTEM ACQUISITION PROCESS GROUP
SUB-GROUP COMMUNICATION PLAN

1.0   Purpose and Scope

The purpose of the System Acquisition Process Group (SAPG) Sub-group Communication Plan is to identify, document, and communicate activities surrounding communication for the sub-groups within the SAPG.

2.0   Objective

The plan is designed to establish standard, consistent means of communication. This plan identifies the communicators, audiences, types of messages, and timing of messages. Once identified, this becomes the action plan and management tool used to facilitate, support and promote communication for SAPG sub-groups.

3.0   Communication Principles

All communications resulting from sub-groups flow from standard principals establishing a consistent approach to the message. These principals incorporate the idea that:

- Information is tailored to the needs of the audience.

- Information is delivered with the intention of managing the expectations of the audience.

- Communicators provide a consistent message describing the purposes and processes of their sub-groups.

- Communication is appropriately timed and facilitated.

4.0   Key Messages for Sub-Group Audiences

SAPG sub-groups will communicate a consistent and positive message to key audiences throughout the organization and organizations the sub-group may affect. The key subjects for those messages are detailed in the SAPG Communications Plan. Sub-group communications will focus specifically on:

- Description of sub-group;

- Expectations of sub-group members;

- Time and location of training and meetings;

- Sub-group accomplishments;

- Sub-group processes and procedures as they relate to SFA;

- Key sponsors of sub-group and effort.

5.0 Communication Activities

Sub-groups will participate in the five different types of communication activities listed below:

- Establishment of Sub-group;

- Recruitment for Sub-group;

- Status of Sub-group;

- Changes implemented by Sub-group;

- Key Accomplishments of Sub-group.

6.0 Establishment of Sub-Group

The sub-group is established within the SAPG to discuss processes and procedures for a particular Key Process Area (KPA) that is being focused on by the SAPG. These sub-groups then write a charter describing their purpose and expected deliverables. The purpose of the sub-group and expected deliverables will be documented and shared with members of SAPG. The sub-group's existence, purpose, goals, and activities are then communicated to SFA for recruitment purposes.

See Appendix A for Sub-group Charter Template and
See Appendix B for Sub-group Deliverables and Work Products Example

7.0 Recruitment for Sub-Group

SAPG sub-group leads will inform the SAPG Lead and Communications Plan Manager that they are ready to begin recruitment activities for their sub-group. Communications from sub-groups concerning recruitment will evolve with a three-tiered approach.

- Tier 1 receives communications from the SAPG Lead who informs high-level executives of recruitment needs and that recruitment activities will be performed. (This may be a one-time communication or multiple communications as the SAPG lead sees fit. This communication may not be necessary for every sub-groups recruitment activities.) This communication may be presented via e-mail, one-on-one messages, or through presentations.

- Tier 2 receives communications concerning designating one of their team members to attend a sub-group's training and activities. This communication will be delivered by the SAPG sub-group lead with review by the SAPG Communication Plan Manager. This communication can be delivered multiple times and in multiple formats by the SAPG sub-lead as they see fit until all business units of SFA have provided representatives. Most communication will be handled via e-mail, with some communication coming at meeting announcements and one-on-one communications with team managers. This communication should begin at least one month prior to sub-group activities.

- Tier 3 receives communications concerning being assigned to the SAPG sub-group, what that assignment entails, and time and places for training and meetings. This communication will be delivered by the SAPG sub-group lead with no formal review required. This communication should be a one-time message presented at least one week prior to training followed by a reminder notice for training classes and meeting involvement.

Tier 1 and Tier 2 communications should be kept as brief as possible. Tier 2 communications may include more in-depth information as an attachment if managers are unaware of SAPG activities and why this sub-group may be important. Tier 3 communications should include basic information with attachments that detail the sub-groups activity and requirements.

See Appendix C for examples of sub-group recruitment presentations and e-mails.

8.0   Status of Sub-Group

The status of the sub-group will be relayed at weekly SAPG meetings. The sub-group lead will report status on:
- Overall;
- Schedule Performance Against Work Plan;
- Sub-Group Risks;
- Quality;
- Communication/Change Management;
- Integration to SDLC;
- Deliverables/Work Products;
- Value Points;
- Major Accomplishments.

See Appendix D for SAPG Status Template to be presented at SAPG Sub-Group Meeting.

9.0   Changes Implemented by Sub-Group

The purpose of the sub-groups is to develop new processes and procedures for individual Key Process Areas (KPAs) for use within the System Development Life Cycle (SDLC). These processes and procedures must be approved by the SAPG as a whole. The SAPG will review deliverables submitted by the SAPG sub-groups and approve or deny new processes and procedures for individual KPAs. The sub-groups must then relay new processes and procedures they wish to implement to SFA projects using the SDLC. Once the new processes and procedures are approved by the SAPG, the new process and procedures are approved by the SDLC Process Review Board and incorporated into future releases of the SDLC.

These changes will also be communicated SFA-wide through:

- Awareness presentations highlighting the change, the reason for the change, and the advantages of the change. These awareness presentations will follow the SAPG presentations template and be authored by the SAPG sub-group lead. The SAPG Lead may be responsible for presenting the presentations SFA-wide, or the SAPG Lead may wish to assign that duty to the Sub-group Lead, Communications Plan Manager, or Sub-Group Training Lead. Final approval for Awareness Presentations will come from the SAPG Lead.

- Training as needed and set-up by the SAPG Training sub-group. Training needs are to be identified by SAPG Sub-Group Leads and approved by the SAPG Lead.

See Appendix E SAPG Awareness Presentation Template

10.0   Key Accomplishments of Sub-Group

The SAPG sub-group's accomplishments will be relayed at the weekly SAPG Executive Meeting. The monthly SAPG newsletter/article produced by the SAPG Communications Plan Manager will contain highlights of sub-group accomplishments for the past month and for the SAPG as a whole. The newsletter/article will also give high-level overviews of major changes and potential training and participation opportunities. The newsletter/article is compiled by the SAPG Communications Plan Manager, but individual SAPG sub-group leads must submit major accomplishments, changes, training, and participation opportunities to the Communications Plan Manager one week prior to the release of the newsletter/article.
The newsletter/article will be distributed via e-mail and handouts throughout SFA.

Please see Appendix B Sub-Group Deliverables and Work Products Example.

11.0   Roles and Responsibilities

SAPG Communications Plan Manager responsibilities include: ensuring appropriate presentations and participation opportunities are presented to the appropriate audience within a reasonable amount of time to assign resources. This position also ensures all communications meet the standards of the SAPG and all appropriate audiences receive the communications.

SAPG Sub-Group Lead responsibilities include: informing communication manager of SAPG sub-group communication needs and supply appropriate material to make awareness presentations, training materials, and newsletter information accurate and up-to-date. The SAPG sub-group lead is also responsible for compiling appropriate lists of personnel that should receive communications. This list may be added to or deleted from as seen fit by the communications plan manger.

12.0   Sub-Group Communication Work Products

Sub-group leads are responsible for communication work products detailed in the chart below:

Audience	Vehicle	Message	Timing	Presented To
SAPG Sub-Group Leads	SAPG Status Report	Provide support and development	Thursday Meeting	SAPG Lead
SAPG Executive Lead	SAPG Sub-group Deliverables and Work Products Spreadsheet	Provide overall direction of process improvement effort across SFA	Tuesday Meeting	SAPG Lead
SAPG Training Lead	Group meeting	Provide training needs/requests for sub-group	Tuesday Meeting	SAPG Training Lead
SFA	E-mail to Communications Plan Manager	Major Accomplishments New Processes/ Procedures New members Training opportunities	On-week prior to Newsletter/ article production	SAPG Communication Plan Manager
Sub-group Recruitment to Tier 2	SAPG Recruitment Examples	Opportunity to participate in sub-group activities and training	One Month prior to sub-group training	SAPG Communication Plan Manager
Sub-group Recruitment to Tier 3	SAPG Recruitment Examples	Identifying members of sub-group and training dates	One week prior to sub-group training	SAPG Communication Plan Manager
Sub-group meeting reminders	E-mail	Reminder of sub-group meeting time and place along with meeting agenda	One day prior to sub-group meeting	SAPG Sub-Group Lead